

Sales & Customer Support Representative

Team:	E-COMMERCE
Working to:	E-COMMERCE TEAM LEADER
Working with:	E-COMMERCE TEAM

What does this role contribute to the Company?

This role will ensure that our E-Commerce customers are excellently supported throughout their interaction with our Ecommerce platforms, directly communicating with each other through email, telephone and live chat, and ensuring that sales opportunities are maximised at all times.

What we'll ask of you:

You support the sector customers by demonstrating exceptional standards of customer service at all stages of the sales process. This make take the form of answering their queries in a professional and friendly manner, providing technical information or guiding them to the most appropriate products, and be done across emails, telephone calls, live chat or face to face. You are confident to discuss our products with customers, and able to inspire them to desire our latest products, keeping your own knowledge up to date and feeding back information to the wider team as part of our commitment to continuous improvement. You help to increase sales by assisting the customer journey through the website, proactively selling where possible and offering reassurance with the ordering process and following up with support if required. You are also proactive in driving sales by helping with the distribution and management of swatch packages, and following up on these to ensure we maximise the potential sales from this. You establish rapport with customers, so they place trust in you and our products and become loyal to our brand. When required, you handle any difficult situations and ensure that any complaints are resolved quickly and effectively in line with Company policy, and with the support of your Team Leader. You are competent in our processes and systems, ensuring that you prioritise work and complete tasks within the time allocated. You work well on your own, and multi task when required, including handling pressure of deadlines and delivering results. You contribute to the sector as a team player, and help enhance the vision of Ecommerce.

And, as with all roles at Bloc Blinds, your flexibility and co-operation is both expected and appreciated.

What we're looking for

Ideally, you are someone who has previous experience in a customer service role (ideally online and telephone), and have excellent communication skills, both orally and written. You are comfortable under pressure and able to prioritise your time and duties appropriately. You aren't fazed by the prospect of learning about our products – and are confident that you will be able to maximise the selling opportunities without deploying heavy handed sales techniques! An interest in

interiors or design may be useful in the inspiration piece; but overall it's most important to us that you are a people person who's also handy on the computer, as the role will involve you using software including being a whizz on our website, as well as being able to demonstrate your dazzling personality to our customers. You should also show enthusiasm for the brand and a willingness to learn new skills.

What we'll offer you

In return we offer you the opportunity to work with one of the most dynamic companies in Northern Ireland, who have limitless ambitions for growth, and like to provide their employees with opportunities for progression and development, both horizontally and vertically on the career ladder. Our Company prides itself on encouraging autonomy but within a supportive environment, working with an energetic and vibrant team. The nature of our business means that we are constantly evolving and improving, and embracing change to achieve our ambition of market leadership on a global scale, meaning that no two days are ever the same!

Salary for this role will be circa £16,000 per annum; 37.5 hours per week working Monday to Friday, although some flexibility may be expected and can be discussed further at interview.